<table>
<tr><td rowspan="2">**Meeting Highlights**</td><td colspan="2">**System Development Life Cycle (SDLC) Workgroup Meeting**</td></tr>
<tr><td>**DAY:** Monday, July 21st, 2010
TIME: 9AM-11AM
LOCATION: Department of Insurance (430 N Salisbury Street, Raleigh)
Dial-In 919.212.3145</td></tr>
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Meeting Called By:	SDLC Workgroup Members
Meeting Purpose:	Prepare work group charter and organize to position the group to move forward.
Attendees:	Chris Cline, Community Colleges Beau Garcia, Department of Insurance Paul Jarmul, Department of Revenue Ronda Jones, Department of Public Instruction Dimple Katira, Information Technology Services Arun Kumar, Department of Health & Human Services Linda Lowe, Statewide Enterprise Project Management Office Gaye Mays, Statewide Enterprise Project Management Office Cheryl Ritter, Department of Transportation Sreenadha Vaka, Department of Health & Human Services

Agenda Topics Discussed

1. Welcome – Beau greeting everyone and we all eventually found our way to our new home in the Dobbs Building.

2. Upcoming Training/Seminars/Meetings – Paul and Cheryl provided input on recent and upcoming opportunities to lean more about agile methods and how organizations are adapting agile practices. (See agenda for details.) Cheryl noted that the shift is fundamental and applies to beliefs and underlying culture. Beau noted that business unit buy-in, active participation in requirements feedback and testing is critical. DOI had huge production issues with numerous fixes and patches that could have been avoided with more engagement from the business, rather than head nods and pencil whips.

3. Charter – We reviewed most of the elements that will feed into a draft charter (see "Raw Notes from the Whiteboard" below, a DRAFT SDLC Work Group Charter will follow later.)

4. Upcoming Meetings – We decided to meet the 2nd and 4th Wednesday of every month from 8:30AM-10:30AM at DOI (Dobbs Building Conference Room 2238). Next meeting will take place at 8:30AM on Wednesday August 11th.

5. Action Items:

    1) Linda – Cobble a charter draft together based on whiteboard notes today and notes from our first meeting, then distribute to team for review prior to our next meeting.
    2) Dimple – Reserve a resource for Adobe Connect and provide logistics details to explain how to use it (see notes below from Dimple*). Then attend next meeting in person and show us how to use it to record the session.

Dimple Katira's virtual meeting room URL: <u>https://its.ncgovconnect.com/dimplekatira/</u>	
You can join in the meeting by using your NCID and password. If you don't have an NCID, you can enter as a Guest.	
On the right side of the screen, there is a check to see if your computer can participate in on-line meetings. Users can verify to see if they have the correct version of Flash player and test their connection.	

Raw Notes from the Whiteboard

What does the group expect to accomplish together?	Theme Song/Mantra

What does the group expect to accomplish together?

- Purpose
- Vision
- Goals/Objectives
- Priorities
- Issues to be Addressed

<u>Theme Song/Mantra</u>
Focus on what it takes to get through the gate.

<u>Purpose</u>
Lots of discussion around whether we care about SDLC or PM Methodology or both. We decided to provide (6 total) process descriptions for each type of project (infrastructure, COTS/GOTS, custom software development) and methodology (agile, waterfall).

<u>Vision</u>
Today different types of projects don't fit into a "one size fits all" solution. The gate process should not hold us up from doing things in a timely manner.

<u>Goals/Objectives</u>
Make recommendations to improve and clarify/simplify the following:
➢ Clearly articulate differences between agency discretion and statewide gate approval requirements
➢ Strive for consistency between PMAs and QA folks in EPMO
➢ Define minimum required deliverables (may vary by type of project) and use this information for RFPs and gate reviews
➢ Streamline architecture reviews overall and improve architecture deliverable template (TASD should have fill in the slot templates not entire blank pages of narrative with unclear expectations for content)
➢ Streamline templates and gate approval process

<u>Priorities</u>
(1) Custom software development project using agile method (2) Infrastructure project using both methods (3) rest…..

<u>Issues (Pain Points) to be Addressed</u>
➢ Trust/culture – When you believe people can get work done, do "oversight" and documentation requirements change (decrease)?
➢ Process takes too long (crippling and inefficient)
➢ Need more flexibility
➢ Patrick Blalock (ITS Provisioning) and A&E don't talk

	- You're not "just a Developer", write the Story (document the requirements) - Business users need to describe what they want/need and it needs to be written down - Consolidation – Approved/Accepted standard server build (standard images for each operating system) should be available for sharing and dissemination – why reinvent the wheel? Ditto on virtual machine builds - Agile says the best designs and architectures will evolve, yet Gate 2 approval requires detailed design details to be resolved - Gates (especially architecture) are like a "root canal" – What does the state want? What is the target? - Current best practices don't map to the state's gate approval process - Vendors use Agile – how does that fit into our gates? - DHHS Butner Hospital Construction and IT Infrastructure project did not map to existing gates – need more flexibility for different types of projects - Standard templates would still help since most projects are still waterfall - Artifacts take longer than real meat – we focus dollars and energy on documentation/ artifacts/process rather than on getting most essential project work done - Artifacts/gates should map to type of project - Developers don't read 200-page long requirements documents, need a better, faster way to communicate requirements
What are reasonable expectations for members of the group? • Availability / time commitments • Constraints • Assumptions	<u>Availability/time commitments</u> Meet 2x per month, two-hour sessions, total 4-hours per month in work group meetings, plus some potential for undetermined work in between meetings, based on availability and willingness of group to commit this time. <u>Constraints</u> Are we stuck with PPM for near term? **Yes**, no funds available to do anything else <u>Assumptions</u> There is no urgency to crank out deliverables from this group. We can take as long as we need and define our own deliverables/timeframes.
Possible subgroups for SDLC flavors • Waterfall • Agile • Infrastructure • Other?	No – group wants to work together as a single body.
Workgroup Approach? (How will work be accomplished?) Chairperson? Other roles/responsibilities? Meetings	<u>Chairperson</u> Grand Poobah – Beau <u>Other roles/responsibilities</u> • Grunt Poobah – Rotates (currently Linda Lowe) – serve as scribe (agenda creator and note taker) for one meeting, then nominates a successor for next meeting.

- Frequency - Venue - Mode (dial-in vs, face-to-face) - Time management - Tracking Accomplishments - Handling Action Items/Issues - Note Taking - Side Conversations - etc. Best mode for group communication between meetings?	*Snack Czar – Rotates (Several folks have taken this role in past –we could have a signup sheet to share this duty/expense?)* Meetings - Frequency - Meet 2x per month for two-hour long sessions - When – 8:30AM-10:30AM on 2nd and 4th Wednesdays of each month, starting August 11th - Where – DOI, Dobbs Building CR 2238 - Mode (dial-in vs, face-to-face) - Have dial-in option in addition to face-to-face. Use Adobe Connect to facilitate sharing and communicating remotely. Best mode for group communication eMail
Key Deliverables with Rough Milestones	TBD
How will we know that the workgroup was successful? - Identify 3 - 5 success measures - Determine how to track progress - Provide updates to stakeholders.	TBD
Items Out of Scope	Will not pass recommendations through other groups for pre-screening. Assumption is that this group is empowered to make independent recommendations for improvements/new processes per our charter. Results will be funneled through EPMO and PMAG channels for feedback, review and approval.
Key Dependencies	Constructive engagement with A&E team (plan to invite Doug Banich in to present architecture approval process in late August or early September?